

**MEMORANDUM**

2/21/2014

TO: George Griffin, Director, Department of Liquor Control  
Joe Adler, Director, Office of Human Resources  
FROM: CountyStat  
SUBJECT: DLC Performance Review

**The following items were identified for follow-up during the 2/19/2014 CountyStat Meeting:**

1. Conduct a study on DLC denied leave requests vs. unscheduled leave  
Responsible parties: CountyStat  
Other parties: none  
Deadline: 4/30/2014
2. Provide CountyStat access to DLC truck GPS data and reporting to help DLC better plan routes to maximize efficiency  
Responsible parties: DLC  
Other parties: CountyStat  
Deadline: 3/31/2014
3. Assess how to mine and utilize historical sales data to create opportunities for proactive marketing (e.g. contact customers when specific items are on special or when a prior order may be running low)  
Responsible parties: DLC  
Other parties: none  
Deadline: 8/29/2014
4. Work with OHR to deliver on-site sessions for mandatory trainings  
Responsible parties: DLC  
Other parties: OHR  
Deadline: 6/30/2014
5. Remove the Customer Satisfaction Survey scores related to Communications from DLC's overall average, as they reflect consumer behavior, not DLC performance (the questions should remain in the survey, though)  
Responsible parties: CountyStat  
Other parties: none  
Deadline: 4/30/2014

cc: Timothy Firestine, Chief Administrative  
Fariba Kassiri, Assistant Chief Administrative Officer